

FIRE DISPATCHER

DEFINITION

As the primary service answering point for the Fire Department, receive, evaluate and respond to incoming requests for emergency and non emergency Fire Department responses; transmit messages via radio, phone lines and data terminals; dispatch appropriate fire and/or medical units to the incident according to prescribed procedures; maintain necessary communication with units in the field.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from an assigned supervisor.

May exercise technical and functional guidance over less experience staff.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Utilize computer-aided dispatch terminal, computerized radio system, related database and computerized telephone equipment, receive emergency and non emergency calls from the public.

Determine nature and location of call for service, determine priority and dispatch appropriate fire and medical units as necessary in accordance with established procedures; administer pre-arrival instructions to caller as required.

Maintain contact, status, and location of all Fire Department units and provide radio communications with units in the field and dispatch as appropriate.

Monitor display screens for dispatch status information; monitor CAD system for adequacy of response; monitor dispatch screen for correct status of fire equipment and other apparatus.

Coordinate emergency calls and relay information and assistance requests involving other law enforcement and fire fighting agencies.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform other duties related to this position.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic terminology used in radio and telephone communications.

Operation of communication equipment, including telephone, radio, paging, computer and related systems.

Geographic features and boundaries of the Chula Vista area.

English usage, spelling, grammar, and punctuation.

Computerized data entry and retrieval systems used in dispatch communication and operations.

Ability to:

Learn city dispatch codes, policies and procedures.

Memorize codes, names, locations and other detailed information.

Attend to multiple activities and sources of input simultaneously during stressful situations.

Obtain complete and accurate information from individuals who during emergency situations may be emotionally distraught, angry or difficult to understand.

Remain calm and make rapid and sound independent judgments in stressful emergency situations.

Effectively operate the computer-aided dispatch system, display terminals, radio dispatching consoles, and associated equipment.

Read and interpret street maps.

Analyze and evaluate emergency situations as required to prioritize calls and to anticipate/determine the needs of responding personnel.

Make sound decisions using available information.

Read and interpret rules, regulations, policies, and procedures.

While handling critical incident calls, accomplish tasks in a controlled, effective manner.

Accomplish task in a controlled, effective manner, including while handling critical incident calls.

Workdays, evenings, and nights, rotating shifts, weekends, and holidays as needed.

Type at a speed of at least 40 NWPM.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work

Work with various cultural and ethnic groups in a tactful and effective manner.

### Experience and Training

Any combination of education and/or experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### Experience:

One year of responsible clerical, administrative, public information or emergency service including radio-telephone communications work. Work experience in public safety field is highly desirable.

#### Training:

Equivalent to the completion of the twelfth grade.

### License or Certificate

Possession of a valid Cardiopulmonary Resuscitation (CPR) certificate is highly desirable.

Possession of a valid certification from the National Academy of Emergency Medical Dispatch (NAEMD) is highly desirable or must be obtained within two months of hire through city provided training.

### PHYSICAL DEMANDS

On a continuous basis, sit at a communications console for prolonged periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; wear a telephone headset and be able to hear, distinguish and understand voices with fore and background noise present; verbally communicate effectively with other individuals over the radio or telephone; visually able to read and work on video display terminals simultaneously.

### WORKING ENVIRONMENT

CITY OF CHULA VISTA  
Fire Dispatcher

Primary work is performed indoors in a carpeted and air-conditioned office environment at a communications console having a computer display terminal. Work is generally performed in an area with fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to the external environment when going to outlying offices.

12/03